



CHUCK e FOCUS

Week 2 – January 12, 2018

CHECK OUT THESE NUMBERS!

**SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR
MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!**

	Restaurant	2017	2018	YOY
1.	Asheville, NC #638	\$8524	\$21,768	155.4%
2.	Raleigh, NC #636	\$13,359	\$31,878	138.6%
3.	Richmond, VA #652	\$16,203	\$38,066	134.9%
4.	Richmond Tuckernuck, VA #056	\$12,903	\$30,250	134.4%
5.	Hickory, NC #382	\$11,144	\$25,949	132.9%
6.	Durham, #380	\$8530	\$18,194	113.3%
7.	Goldsboro, NC #386	\$10,053	\$20,832	107.2%
8.	Winston-Salem, NC #121	\$18,374	\$37,940	106.5%
9.	Rocky Mount, NC #387	\$4911	\$10,031	104.2%
10.	Boise, ID #959	\$14,644	\$27,790	



CAST member



NORTHEAST

Meet Randy Lieu, Cast Member in restaurant #874 Calgary. Randy has been a super star with Chuck E. Cheese for 8 months now and counting, and he is like the energizer bunny! His road shows are top notch and the most energetic I have ever seen. He will go out of his way during the Birthday Shows to make sure every child and adult get a picture with him. He will make sure that every guest leaves happy. He will go above & beyond to help a fellow Cast Member or guest whenever needed. When he isn't at work he is focusing on school and loves the Calgary Flames.

SPOTLIGHT OF THE WEEK

CHUCK e. PIN DESIGN CONTEST

Thank you to everyone who submitted a design for our contest! We are currently reviewing all entries, stay tuned to hear if your design was chosen!

Check out just a tiny bit of ideas that were sent in!



(The designs displayed were picked randomly and is no indication of winners or finalists in the contest)



2ND ANNUAL CHUCK E. BOWL

Weekend 3 Challenge – Championship Round AOI Pride!

Your Challenge:

We all know how important AOI's are ~ and we all know how important it is to have FUN (it is part of our culture!) This week's challenge is AOI appreciation – how do each of your AOI Managers have fun with their area?

Some examples to get your creative juices flowing:

- Kitchen: kitchen song, pizza making race, creative pizza contest
- Cash: cashier bingo, suggestive sales contests, merch fun
- Hospitality & Service: food runner race, extra ordinary Chuck E. shows
- Gameroom: card tap fun, playing games with guests

Weekend 1 Details:

- **Dates: Jan 19 – Jan 21**
- Districts compete against all other districts in their region
- 1 point for every original entry. (ex: if you send 3 pictures doing the same MFF, that counts as 1 point)
- Cap of 15 points per restaurant
- **If all restaurants in a district cap, the district gets a flat amount of 270 points.**

Questions? Feel free to reach out to Sondra Fincher at sfincher@cecenterentertainment.com or your Regional AOF!



Chuck E. Bowl Details:

- *Points accumulate week-by-week; there is no elimination until week 4*
- *Submissions are to be sent in to myfavoritefun@cecenterentertainment.com with #chuckebowl, #(store#), #district name)*
- *Tie breaker (if needed) will be a vote based on overall participation and quality of submissions.*



a&b moments...

I wanted to be sure to take a moment to rave about our experience at Chuck E. Cheese's yesterday. It was my daughter's 5th birthday, and her request was to go stay at a motel and go to Chuck E. Cheese! We drove 4 hours and went to this location specifically because we had visited once before and everything about it is EXCELLENT. The service is fantastic, the games are in working order (or quickly filled with tickets as needed), the entire establishment is clean. It is being managed VERY well. A huge kudos to the entire staff – because a location doesn't come together like that without everyone's help. They have such a good team there, and it absolutely shows. We booked a party to make Maycee's day special from our typical visits. No on to our party host. (I believe his name was Albert.) He was incredible at his job. The joy and excitement he brought was absolutely contagious. His energy was wonderful. He was so helpful and on-top of everything, and I can not express how happy I am that he was paired with our party. Chuck E. Cheese's has a real asset within that employee, because he took an ordinary birthday celebration at your establishment and he truly made it magical. I am embarrassed to say that during the birthday show, I literally had to wipe away tears because of the huge smile plastered on my daughter's face. He made her feel so special with his body language and energy. Please, as a company, take a moment and recognize this star employee with a well-deserved gift card or some gesture of appreciation because an employee like him is a rare gem. You are lucky to have him working for you. Coming from a former Cast Member, he would fit right in at Disney World because he makes you believe that he just has that "pixie dust." That something special that makes a person fit for jobs that bring happiness and magic to others. He is wonderful with kids, and they can't help but be excited with him. I was watching the video I took of our kids dancing during the birthday show, and I noticed that not one of my kids had their eyes on Chuck E. They were all watching, smiling at, and dancing with our party host. He stole the show! My only regret is not having the time to give him the praise he deserved in person in the rush of the birthday party festivities. I truly hope that your company will recognize him and he will stay motivated to keep doing what he's doing, because he truly took our birthday party experience over the top. Thank you!

Western Region
Denver Englewood, CO #721
RVP Tim Kerum
DM John Chudzinski
GM Bryce Roffe
Cast Member Albert

I visited your North Bergen, NJ restaurant yesterday for my son's birthday. Although we didn't have a formal party planned, we did have about 10 guests with us. I wanted to comment your staff on how well they treated us. They were very accommodating and extremely helpful. They made my sons birthday a beautiful experience, even at the last minute. Special thank you to your manager that was there at the time. She was helpful and patient. It's easy for a guest to place a complaint but not enough consumers extend good news or feedback which is why I wanted to reach out to you. Thanks again!

Northeast Region
North Bergen, NJ #485
RVP Jim Brawley
AD Adam Shafran
GM Steven Marakis

I attended my God Son's 10th birthday celebration at Chuck E. Cheese on Sunday. I immediately took notice of one of the staff members which displayed pure perfection at her job, I observed her in the party section, toy disbursement, cotton candy sales, and no matter where she was or what she was doing, she had a constant smile on her face, the most fantastic spirit and energy about her, she truly displayed enjoyment in everything she was doing. Helpful, kind, approachable, knowledgeable; someone with work ethic like this should not go unnoticed or unrecognized including whomever hired her because that too takes talent to recognize great candidates. I couldn't rave enough to our guests (who all agreed), to the location manager and to the employee herself, Ms. Kenyona. She is a prime example of the perfect employee, she is on her way to becoming a manager or something huge in her endeavors with what she withholds inside her and carries herself. She was in pure joyful tears and embraced me for a hug when I wouldn't stop telling her how wonderful she was and how most times we don't see that display of professionalism, customer service, and characteristics.

Southeast Region
Pembroke Pines, FL #433
RVP Bill Eich
AD Peter Panunzi
GM Louis Vilsaint
Cast Member Kenyona

I had another wonderful experience visiting the Arlington Hts. Location on Rand Rd. and wanted to recognize two outstanding employees, Lisa and Amelia. I visit this location at least once a month with my autistic son and have been a guest for over 15 years. Any time we see Lisa she is always warm, friendly, and inviting and always goes out of her way for my son which I truly appreciate. I feel Amelia does a fantastic job when she dons the Chuck E. costume. She is energetic and it is obvious how much she enjoys interacting with your youngest guests. Thank you for letting me bring these wonderful associates to your attention.

Central Region
Arlington Hts, IL #688
RVP Chris Kelly
AD Troy Watring
GM Mark Dupke
Cast Members Lisa and Amelia

anniversaries

15 YEARS

Jennifer Martinez ~ 324
Telisha Biles ~ 672

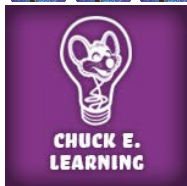
10 YEARS

Tara Hanley ~ 058
Theodore Beardsley ~ 555
Melissa Flanagan ~ 634
Elsa Hernandez ~ Call Center

5 YEARS

Grace Ayala ~ 066
Alex Mateo ~ 087
Jimena Moreno ~ 377
Maria Hernandez ~ 377
Tiffany Keller ~ 382
Liz Fuentex ~ 430
Jasmine Nero ~ 826





DID YOU HEAR?

Our new birthday packages are now LIVE and available at the Reservation Center!

Some additional questions have come in regarding these exciting new packages, so please review the following additional information:

- **Counter Cards for Edible Images**

- Once a location is out of love & Quiches cakes, they can begin selling edible images on the new cakes to walk-in guests. To help select the image they would like, there is a cashier reference card for them to use

- **Birthday Display Tables**

- For Monday-Friday displays, the display table should cover at least two tables in a row in the showroom. There is not enough room on one 4-top table to display all items for a mega super star party, so please make sure that you cover at least two tables with the display.



If you have questions about any further questions, please contact your L&D Manager at learning@cecentertainment.com



- **Cake Displays (the tiered, rotating ones)**

- Because of the new marketing materials, there is no need to keep the rotating cake displays in restaurants. They can be discarded immediately.



BERRY BLAST DIPPIN' DOTS

Please remember that the Berry Blast Dippin' Dots is still one of the flavors we must carry. We must first deplete this flavor before we can introduce in the new one scheduled for the end of this month. If you have any questions, please contact the merchandise department at merchandise@cecentertainment.com



UNLIMITED Games!

CHECK OUT THIS TEST!





CHUCK E.
LEARNING

STAR AWARDS

REMINDER TO EVERYONE!

If you have not already done so, please remember to nominate for the Star Awards! Let's show our appreciation and support to all of our peers who have helped make 2017 that much better for one another!

If you would like to nominate someone you feel fits the descriptions below going above & beyond, please nominate them and tell us why!

How to nominate:

- Click on the following link:
<https://www.surveymonkey.com/r/starawards2018>
- Fill out the brief survey to nominate who you think should get the following awards:
 - Top Culture GM** – Recognizing a GM that has built a world-class My Favorite Fun Chuck E. culture in their restaurant and favorably impacted the culture of their district and region.
 - Top Culture DM** – Recognizing a DM that has created a fun, positive My Favorite Fun Chuck E. culture in the restaurants and region.
- Click Send!

Please get submissions in today, don't wait! All submissions must be received by **Friday, January 19th**. If you have any questions, please reach out to the L&D Department at learning@cecentertainment.com



BUFFET DESSERT

It's here! The new and improved Buffet Dessert!

These cinnamon Sticks are thicker, softer, look better, and taste great!

What does this mean for you?

- Elimination of the large to medium sheeting procedure**
- Cost Reduction**

New SMTS hard copies went out and should now be in all restaurants for you to start using. For further details, please reference the communication sent out from the L&D Department.

Any further questions please do not hesitate to reach out to your Regional L&D Manager.



ENTERTAINMENT

Tablets

- | | | |
|----|--------------------------------|-------------|
| 1. | Worcester, MA #459 | 3.6% |
| 2. | St. Petersburg, FL #460 | 3.5% |
| 3. | Melrose Park, IL #054 | 2.8% |
| 4. | St. Louis West, MO #947 | 2.8% |
| 5. | Chicago Darien, IL #685 | 2.7% |

We have officially entered Q1 when the tablets will really make your life easier! Be sure you have a DEDICATED Tableside Server during the PEAK TIMES so you can capitalize on those extra sales otherwise lost due to long lines!



show me the standard buffet dessert

PREP

Dough



MAKE



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CHUCK E. CHEESE'S

HOT JOBS General Manager

356 ~ Victorville, CA	445 ~ Fontana, CA
371 ~ Foothill Ranch, CA	631 ~ Stockton, CA
373 ~ Gilroy, CA	761 ~ Santa Maria, CA
393 ~ Moreno Valley, CA	349 ~ Batavia, IL
407 ~ Corona, CA	737 ~ Columbus, OH
410 ~ Sacramento, CA	579 ~ North Richland Hills, TX

Tech Manager

108 ~ Redwood City, CA	770 ~ Frederick, MD	844 ~ Mississauga, ON
355 ~ Valencia, CA	774 ~ Takoma Park, MD	437 ~ Philadelphia, PA
404 ~ San Jose Kooser, CA	564 ~ Memphis, MS	763 ~ Greensburg, PA
409 ~ Diamond Bar, CA	566 ~ Hattiesburg, MS	967 ~ Columbia, SC
768 ~ Pinole, CA	472 ~ Manchester, NH	417 ~ San Antonio, TX
426 ~ Lakeland, FL	525 ~ E. Hanover, NJ	586 ~ Austin, TX
680 ~ Tallahassee, FL	542 ~ Union, NJ	056 ~ Richmond, VA
615 ~ Fayetteville, GA	547 ~ Mayfield Heights, OH	344 ~ Spokane Valley, WA
341 ~ Kokomo, IN	557 ~ Columbus, OH	626 ~ Tacoma, WA
	738 ~ Sharonville, OH	

District Manager

District Manager

Based in Kansas City, MO

District Tech Manager

District Tech Manager

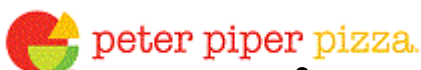
Based in Dothan, AL

Regional L&D Manager

Regional L&D Manager

Based in Central Region

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



interested in a peter piper opportunity?

General Manager

Miami, FL #1271

Please visit www.peterpiperpizza.com to review all open Peter Piper Pizza positions